

DATE: September 30, 2003

TO: All Case Management Staff

FROM: Maureen Linehan

RE: Home Care Referral

Beginning October 1, all Home Care Referrals must be in writing via the Home Care Referral System or the attached form.

The attached form is in three parts.

Part A – Referral Information. Case manager completes referral details. It works best to fill out the form electronically because the fields will expand when you start typing.

You can still call the agency to discuss the referral details but must then back up your referral with this form. If the agency preaccepts the referral then please complete the section “this referral was preaccepted by:”

Send the referral to one or more home care agencies via e-mail attachment or fax.

Part B – Agency Acceptance. The home care agency supervisor completes this section on the same form that you have sent. The agency will e-mail or fax the form back to you. If the agency cannot start services on the date that you request, the supervisor must talk with you to negotiate a different start date.

Part C – Case Manager Confirms. In this section, the case manager will either authorize the agency to begin services or cancel the referral. E-mail or fax the final confirmation back to the agency.